



Customer

Angel Medical Center

Industry

Healthcare

Size

27-bed critical access hospital

Location

Franklin, N.C.

OnBase Integrations

KOMpliance
Meditech

Departments Using OnBase

Admissions
Business Office
Medical Floor/EMR

Case Study | Healthcare | KOM

OnBase, KOMpliance integration provides secure environment for EMR

The Challenge

Not long ago, Angel Medical Center, Franklin, N.C., was using an optical jukebox for HIPAA compliant WORM (Write Once, Read Many) storage and retrieval of Electronic Medical Records (EMR). Though jukebox used to be the best option to address HIPAA regulations for data integrity, privacy and access, it was now discontinued and obsolete, burdening IT and clinical staff.

Retrieving data took several minutes as the jukebox identified, pulled and loaded the appropriate disc, impacting staff productivity, which in turn affected patient care. And when doctors, nurses and employees grew frustrated with signing in to more than one system to access the information they needed, complaints mounted.

Concerns were raised about disaster recovery. If something were to happen to the optical discs, would patient information be lost forever? How would that impact compliance? What risks were they taking on by maintaining the antiquated system?

And when mechanical failures became more frequent, it became clear that Angel needed to update its system to enable its staff to be effective and more efficient. And it had to become more protective of patient and business information to remain HIPAA compliant and maintain access to patient information.

The Solution

Using the OnBase Integration for KOMpliance, Angel implemented air-tight security for their OnBase documents and images stored on KOMpliance. The combined solution provides tamperproof security ensuring that the documents created and managed by OnBase are tagged with an OnBase Authenticity Seal and remain under OnBase exclusive control. No external mechanism, user, administrator or malicious act could manipulate, modify or delete a document outside of OnBase Workflow and processes. Angel was able to enforce strict privacy controls across the OnBase Disk groups leveraging the OnBase support for KOMpliance Browse Protection. No user or even domain administrator can browse the contents of the OnBase Disk Groups across the network or locally on the KOMpliance server. Access to documents is exclusively maintained through OnBase Security.

“Doctors want their information to come up immediately. Five seconds is too long in their world. With KOMpliance and OnBase, retrieval time is instant.”

– Jim Moran, Network Administrator and HIPAA Compliance Officer, Angel Medical Center

“With the joint KOMpliance and OnBase solution, we are able to automate and streamline our processes and fulfill our regulatory requirements and obligations. The advantages of WORM HDD storage with ECM automation safeguards the protection of PHI against all threats both internal and external. Our staff accesses the information they need quickly and reliably. The secure storage is highly scalable, allowing us to adapt to changes in technology without any data conversion so we are prepared to handle our data growth and mitigate our risk.”

– Jim Moran, Network Administrator and HIPAA Compliance Officer, Angel Medical Center

Prior to OnBase, Angel wrote information to one KOMpliance box and then relied on the first box to send information to a second KOMpliance device, increasing the chance for lost data. If the first box failed to back-up to the second, that information could be lost forever. Now OnBase automatically stores information in OnBase’s central repository and both KOMpliance storage devices all at the same time to address disaster recovery and compliance issues.

Documents, images and records stored in KOMpliance are exclusively managed by OnBase, including automatic file handling, privacy rules and document retention, holds on actions and more. All of Angel’s retention policies are also controlled through OnBase and KOMpliance acts as a secure, protected storage vault.

Unlike any another solution, the combined capabilities of OnBase and KOMpliance offer Angel unprecedented control and validation. KOMpliance secure time assures valid audit trails of document creation and modification date and time stamps. Advanced KOMpliance security features include protection of permissions and protect against the creation of any executable or malware and prohibits their invocation.

Angel has also integrated OnBase with MEDITECH to help deliver seamless workflow solutions. Today, when a patient checks in at Angel Medical Center, registration scans the patient’s photo ID and insurance card, intakes patient information and so forth. That process is launched through MEDITECH, scanned into OnBase and, when committed, delivered to each KOMpliance storage device.

Working with OnBase Partner KOM Networks, Angel implemented these integrations to provide immediate access to patient information, medical records, images and more from KOMpliance through OnBase. Doctors, nurses and professionals are now able to find the information they need, when they need it.

The Difference

Secures medical records and private patient health information electronically:

By joining OnBase and KOMpliance together, Angel ensures complete protection of all electronic medical records and private health information while making that information instantly accessible to those with the authority to view it.

Boosts staff productivity: By moving away from inefficient optical jukebox storage devices to KOMpliance, and then integrating KOMpliance with OnBase, Angel increased staff productivity by 90 percent. Data that took minutes to retrieve now takes seconds.

Increase compliance efficiency: The OnBase/KOMpliance integration helps with both retention and destruction of documents and information by identifying when a record is eligible for secure data shredding, facilitating compliance with state and federal regulations.